

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount: \$ 97,857.00 (three years \$293,571.00)	ITB Number DHS CHPR0781001
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<p>Bid Description:</p> <p>Washtenaw County - Child Protection Community Partners - In Home Prevention Services</p>
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Due Date For Response:	08-28-06
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Contact Person Name: Susan Reynolds Bunton, Contract Administrator	Phone #: (734) 481-8371
E-Mail Address: buntons@michigan.gov	

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: **CHPR 07-81001**

Bid Submission Due Date & Time: **08-28-06 3:00 PM**

Geographic Area to be Served: **Washtenaw County**

Service Titles: **Child Protection Community Partners - In Home Prevention Services**

Anticipated Contract Begin and End Dates: **12-01-06 through 09-30-2009**

Method of Reimbursement: **XX** Actual Cost Unit Rate

Maximum Annual Contact Amount: **\$ 97,857.00** per year

Issuing Office: Department of Human Services **Washtenaw**

Contact Person: **Susan Reynolds Bunton, Contract Administrator**

Telephone #: **734-481-8371** Fax #: **734-481-2059**

Email Address: **buntons@michigan.gov**

Pre-proposal Conference: (Date, time, location) **NA**
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **08-07-06 3:00 PM**

Submit 7 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Washtenaw County DHS		
DHS Office		
22 Center Street		
Street Address		
Ypsilanti	MI	48198
City	State	Zip

The bidder must submit all inquires regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

|Any bidder wishing to serve more than one geographic area must submit a separate bid response for each geographic location that they wish to serve. Bid responses that combine more than one geographic area will not be considered for award.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS’ availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

|For the first contract period, the annual dollar amount will be prorated for the remainder of the year.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder’s fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939.	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
Completion: Mandatory.	
Penalty: Contract Invalid	

BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bid

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Washtenaw

B. Location of Facilities

The Contractor shall provide services described herein in facilities located at:

TBA and other locations in Washtenaw County

C. Client Eligibility Criteria

1. Families investigated within the last 18 months and determined to be unsubstantiated low risk or moderate substantiated CPS (categories III or IV)

2. Determination of Eligibility

The Local Office shall make the referral to the Contractor based on the CP/CP eligibility. Each person to be provided service shall be identified by name in a written referral to the Contractor. A local office may initiate a referral by phone as long as it is followed up within a specified period of time with a written referral.

D. Services to be Delivered

Service # 1 of 3: In-Home Family Team Leadership Services

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Provide a .70 FTE, In-Home Family Team Leader, with a minimum of a Master's Degree in Social Work or related field. The Team Leader shall possess at least three years of experience with expertise in solution focused treatment modalities, substance abuse assessments and supervision.

- b. Possess knowledge and experience with simple databases, spreadsheets and Internet resources, including responsibility for statistics, evaluation and Internet research.
- c. Supervise In-Home Family Team Assistants and In Home Family Parent Advocate.
- d. Respond to written referrals from the local DHS staff, by making telephone contact with the client family within two working days. Make in person contact within 3 days of receiving the referral, to determine if referred family is willing to accept service. If family declines, make a follow-up visit within two weeks of assignment of referral to emphasize availability of service. If the family is unwilling to accept services, return written referral within 3 days of the follow-up visit with notation of why services were not being provided.
- e. Complete the risk assessment instrument provided by DHS within five working days from the date of case acceptance as noted on the local Service Authorization and Referral (WA 163). Interview each family accepting service, follow strength based/solution focused principles, and gather all pertinent information about the family, its history and dynamics. Develop a written overview of each family's strengths. Gather all necessary data and acquire all releases of information to make the best assessment and referrals for a case, including historical investigation reports, past psychological evaluations, social histories and school reports, written by the DHS Protective Services staff. Leave a business card at the client's door on all "no show" appointments and request the client to call the Contractor's office and state when the Contractor can return to the home.
- f. Monitor within fifteen working days from the date of case acceptance found the local Service Authorization and Referral (WA 163); create the Family Plan with the family to address those needs which shall be targeted at assisting the family in problem solving and reducing barriers with the goal of moving the family to self sufficiency which includes the elimination of factors that may cause a Children's Protective Services referral to be made.

Each Family Plan shall include:

- 1) Case Family Names
- 2) Referring Worker's Name
- 3) Date of Referral
- 4) Date of Case Acceptance
- 5) Date of Targeted Closure date on Referral

- 6) Dates, times and length of contacts by, Team Leader, Team Assistant, Team Parent Advocate.
- 7) Case Data:
 1. Is first telephone contact within two working days of receipt of referral?
 2. Has contractor made an in-person contact within 72 hours of receipt of referral?
 3. Contractor completed the risk assessment instrument within 5 working days?
- 8) Include progress toward parent education goals
- 9) Presenting problem
- 10) Summary assessment of strengths and needs
- 11) Immediate treatment plan
- 12) Long term plan, including referrals and follow-up
- 13) Recommendation(s)

g. Coordinate the development of individualized parent education curriculum. The In Home Family Team Leader shall coordinate case assignments from the DHS.

h. Meet with the Child Protective Services Supervisor at quarterly contract conferences.

i. Prepare Monthly Progress Reports on each family served no later than 10 days after the report period. Submit Monthly Progress Reports to the local DHS Agency with DHS 3469, Statement of Expenditure, due no later than 30 days after the report period.

The Monthly Progress Report shall include:

- 1) Case Family Names
- 2) Referring Worker's Name
- 3) Date of Referral
- 4) Date of Case Acceptance
- 5) Date of Targeted Closure date on Referral
- 6) Dates, times and length of contacts by, Team Leader, Team Assistant, Team Advocate, since submitting the Family Plan or last Monthly Progress Report
- 7) Include progress toward parent education goals since submitting the Family Plan or last Monthly Progress Report
- 8) Presenting problem
- 9) Summary assessment of strengths and needs
- 10) Revision of Family Plan, if necessary
- 11) Revision of Long term plan, including referrals and follow-up, if necessary

- 12) Recommendation(s)
- j. Prepare Termination Summary Reports on each family served no later than 15 days after the report period. Submit Monthly Progress Reports directly to the current DHS worker.

The Termination Summary Report shall include:

- 1) Case Family Names
- 2) Referring Worker's Name
- 3) Date of Referral
- 4) Date of Case Acceptance
- 5) Date of Targeted Closure date on Referral
- 6) Date and reason for Case Termination
- 7) Dates, times and length of contacts by, Team Leader, Team Assistant, Team Parent Advocate since last Monthly Progress Report
- 8) List goals achieved by the family as outlined in the Family Plan.
 - a. What are the goals the family was unable to achieve and barriers prevented the family from achieving these goals?
 - b. What are the Contractors recommendations concerning these unmet goals?
- 9) Complete a comparative analysis of the family's risk assessment completed within the first five working days of case acceptance with the achievements of the family during the In Home Family Program.
 - a. List the items in the risk assessment that have been reduced/and or removed as a result of the family's participation.
 - b. What barriers were removed that enabled the family to achieve reduction or removal of risks?
 - c. What were the items in the risk assessment that were not reduced and/or removed?
 - d. What barriers prevented the family from reducing or removing these risks?
- 10) List the Contractors recommendations involving removal or reduction of barriers concerning the prevention and/or removal of risks for the family.
- 11) Prepare program statistics and graphic reports on a monthly basis. Submit reports specified in this contract each month to the local DHS Agency office with the DHS 3469 Statement of Expenditure within 30 days after the report period.

Program statistics shall include:

- a. Number of children and families served
 - b. Number of hours of services by type, provided by Family Team Leader, Family Assistant and Parent Advocate.
 - c. Number of re-opened cases if applicable
 - d. Demographics including ethnicity of families served.
- 12) Complete program evaluation materials, program data, making presentations to the local multi-purpose collaborative body and it's committees.
- 13) The duration of the In-Home Family Team Leadership Services shall not exceed six (6) consecutive months unless approved in writing by the referring worker's supervisor.
3. Volume of Service
- Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 100
4. Unit Definition(s): One unit equals: 50 minutes of face-to-face outreach contact with a referred client and/or family member and/or persons significant to the family if specified in the DHS referral, in the client's home or at a location agreed to by the client.
- OR**
- 50 minutes of telephone contact to the referred client and/or family member and/or person significant to the family if specified in the DHS referral to complete the initial risk assessment instrument.
- OR**
- 50 minutes of professional telephone contacts (DHS Worker, etc.) or in-person contacts by the contractor, which directly support the family to attain the goals as outlined in the Family Plan, (Family First Meetings, etc.)
5. Units: The maximum number of units of service to be provided per term of Agreement shall be:

Service # 2 of 3: In Home Family Team Assistant Services

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Provide two In Home Family Team Assistants, each with a minimum of a Bachelor's Degree in Social Work or related field, at least 12 months experience working with multi-problem families, and skilled in crisis intervention, outreach assessments and services.
- b. Assist the In Home Family Team Leader in the completion of the risk assessment provided by the local DHS, the Family Plan, Monthly Progress Reports, Termination Summary, and preparation of program statistics.
- c. Monitor family progress. Support families in the attainment of identifying and meeting goals and objectives for each family member by performing activities including but not limited to, linking the families with appropriate community resources, such as transportation, therapy, and recreation.
- d. Keep a separate case record file on each family case containing all reports and a record of each contact or attempted contact.
- e. Provide a structured individualized parent education curriculum at the time of the initial contact with the client family, for the purpose of promoting positive change and improvement in parenting skills. A pre-and post-test shall be given to the client family during the first week of contact and the last week of contact. The structured individualized parent education curriculum shall consist of:
 1. Child Development
 2. Child Management Skills
 3. Discipline Techniques
 4. Parent-child Roles
 5. Parent-child Communication
 6. Community Resources
- f. The duration of the In-Home Family Team Leader Services shall not exceed (6) consecutive months unless approved in writing by the referring worker's supervisor or designee.

3. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 100

4. Unit Definition(s): One unit equals: 50 minutes of face-to-face contact with a referred client and/or family member and/or persons significant to the family in specified in the DHS referral, in client's home or at a location agreed to by the client, for the initial risk assessment instrument and for the pre- test and post-test structured individualized parent education curriculum.

OR

50 minutes of telephone contact to the referred client and/or family member and/or person significant to the family if specified in the DHS referral to complete the initial risk assessment instrument, and the pre- test and post-test for the structured individualized parent education curriculum,

OR

50 minutes of professional telephone contacts (DHS Worker, etc.) or in-personal contacts by the contractor, which directly support the family to attain the goals as outlined in the Family Plan, (Family First Meetings, etc.)

5. Units: The maximum number of units of service to be provided per term of Agreement shall be:

Service # 3 of 3: In-Home Family Team Advocacy Services

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Provide a parent advocate who is a graduate of the In Home Family Service Program. The Parent Advocate has successfully completed the program and demonstrated the ability to maintain family stability and has shown leadership skills. Until the contractor has a graduate of the In Home Family Service Program, a person who is otherwise qualified as determined by the Team Leader and has not graduated from the In Home Family Service Program, may be approved by the local DHS Services Section Manager or Designee.
- b. Provide parent advocacy by mentoring of new families providing weekly telephone and in person peer support, and assist families in understanding service systems.
- c. Leave a business card at the client's door on all "no show" appointments and request the client to call the Contractor's office or state when the Contractor can return to the home again.
- d. Provide transitional support when families are near program completion and provide up to six months of aftercare peer support by visiting and/or telephone calls about continued progress toward goals.

- e. The duration of the In-Home Family Team Advocacy Services shall not exceed six (6) consecutive months unless approve in writing by the referring worker's supervisor or designee.

3. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 100

4. Unit Definition(s): One unit equals: 50 minutes of face-to-face contact with a referred client and/or family member and/or person significant to the family specified in the DHS referral, in the clients home or at a location agreed to by the client

OR in assisting the Team Leader or the Team Leader Assistant as out lined in Services #1 and Services # 2 in this Agreement.

OR

50 minutes of telephone contact to mentor families by providing weekly telephone contact to provide peer support, assist families in understanding service systems, provide transitional support when families are near program completion, and provide up to six months of aftercare peer support.

5. Units: The maximum number of units of service to be provided per term of Agreement shall be:

REQUEST FOR QUOTE - RATING CRITERIA

This request for quote/proposal will not be reviewed and the bidder will be disqualified from further consideration for award if:

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum points 30)

A. Agency

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- . How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Has the bidder demonstrated successful increased outcomes for clients through similar services?

B. Staff

1. Do the position descriptions for the Team Assistant staff persons require experience in this or related services?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
2. Does the Team Leader staff, who will provide supervision and oversight of Team Assistant, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.
- . Is Team Leader required to have an appropriate level of direct care experience?

3. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

C. Education/Licensure/Certification

1. Are educational/licensure/certification requirements appropriate for each of the following types of staff?
 - . Length of experience
 - . Team Leader
 - . Team Assistant

D. Performance

1. If these or similar services were provided to other purchasers:
 - . Were the purchasers satisfied with the services provided?
 - . Were the services monitored by the purchasing agency?
 - . If yes, were monitoring reports satisfactory?

II. Program Implementation (Work Plan)

(Maximum points 25)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
5. Is the bidder assessment process relevant for program eligibility and intent
 - . Strength based; solution focused
 - . Client centered
 - . Timely after referral

6. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
7. Does the proposal describe an acceptable approach to encourage client participation in decision-making and identification of needs?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
3. Does the bidder have an acceptable turnover rate for direct care staff?
4. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Support Activities

1. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?

III. Outcomes

(Maximum points 10)

- A. Was the bidder able to demonstrate ability to establish and achieve outcome goals provided to DHS or other purchasers?
- B. To what degree were outcome goals achieved? For what percentage of population served were goals achieved? What percentage of goals was achieved?
- C. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services?

IV. Fiscal Resource Allocation

(Maximum points 25)

- A. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?
- B. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- C. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- D. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- E. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Availability/Accessibility

(Maximum points 10)

- A. Does the bid response adequately describe how bidder will provide outreach services?
- B. Does the bidder make adequate provision for client transportation needs?
- C. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- D. Does the bidder have an appropriate plan for serving clients with physical disabilities?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

a. By submission of a bid response, the bidder certifies:

- 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
- 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
- 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
- 4) The price quoted is not higher than that given to the general public for the same service.

b. Each person signing the bid response certifies that:

- 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
- 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.

c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us/>
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name: _____

2. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

3. Bidder Mail Code: _____ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

_____ private, non-profit _____ private, proprietary _____ public _____ university

5. Bidder's fiscal year begin date: _____ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

A. Bidder Experience/Qualifications

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
 - Brief description of service provided;
 - Recipient of service;
 - Dates of service provision;
 - Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
 - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

B. Work Plan (Program Implementation)

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.

4. **Supervision/Team Leader**

Describe when and how Team Assistant and Parent Advocate will be supervised.

5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.

6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.

C. Achievement of Outcomes

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

D. Availability

1. Specify normal hours of business.
2. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
3. Outreach
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description.
4. Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

BIDDER NAME:

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1:

Unit Definition:

a. Price per unit of service: \$_____/unit

Service #2 (if applicable):

Unit Definition:

a. Price per unit of service: \$_____/unit

Service #3 (if applicable):

Unit Definition:

a. Price per unit of service: \$_____/unit

Service #4 (if applicable):

Unit Definition:

a. Price per unit of service: \$_____/unit

Bidder: Submit this form in a separate envelope with the budget.

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name *	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
**MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

* Please provide information on staffing only for services to be provided for the request for quote/contract.

**Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, place the position in whatever category the bulk of the individual's time will be spent.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

RESOURCE GRID

MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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